

# Communication Key Process Statement

## Overview

Effective communication encompasses the exchange of ideas, where people feel they have been heard, opinions are valued, and where information is clear and accurate. At Whyalla Secondary College (WSC), our aim is to be proactive in strengthening positive relationships between our college team, and the wider school community. Effective two-way communication is integral to establish a positive school culture.

## Detail

### Professional Communication Practices

When communicating with WSC staff members, we need to:

- Approach a discussion in an open, courteous and respectful manner
- Listen attentively to the concerns of others, seeking clarification where necessary
- Present their own point of view in professional and objective terms
- Take into consideration cultural and personal sensitivities and protocols when working with other members of the community.
- Ensure the relevant stakeholders are included in communications, i.e. the Aboriginal Education Senior Leader and Students with Disabilities Leaders are to be involved in all communications regarding Aboriginal students and/or students with a disability.

### Email

- When engaging in a conversation via emails, use the correct etiquette to provide information ensuring welcoming, reassuring and formal language is used. Correctly address the recipient of the conversation, using greetings such as 'hello' and 'hi'.
- Ensure all questions in the email have been addressed or acknowledged within 48hrs, even if you do not have the answers, reassure the sender you will get back to them in a timely manner.
- Be mindful of other events/commitments of other schools and external agencies.
- Be flexible of what you are asking of the recipient in regards to meeting timelines.
- Avoid lengthy emails, address the point and ask the question directly. (I.e. if the timetable leader needs to make the change, background information may not be required if a decision has already been made by other leaders).
- If you are unsure on who to communicate with, stipulate this clearly in the email. Ask the recipient to provide a recommendation on who to best contact.
- The Principal and Deputy Principal should be copied into all external communication with Executive and the Leadership team. Assistant Principal's (AP's) need to be copied into all communication relating to their learning community. Be sure to copy the required persons who needed to know the information. Ensure the leader with area of responsibility is copied into the email.
- Set times for emails to go out from leadership staff – emails can be sent to members of the leadership team at any time. Staff outside of the leadership team should only receive emails between 7.00am–7.00pm on workdays. This is aligned to the time that the school is accessible each day.
- Re-read your email prior to pressing send to check for clear and succinct communication
- The Principal will send her weekly email on a Sunday evening stipulating her priorities for the week.
- Read receipts are required only if you are after urgent information.

### Microsoft Collaboration

- Teams is used for collaboration and sharing. The chat function through teams allows for feedback when uploading limits are larger than emails. Teams is used when developing collaborative documents. When seeking feedback in chat or conversation, state what you explicitly want the receipt to make comment on. Staff outside of the leadership team should only receive emails between 7.00am–7.00pm on workdays.

### Meeting Minutes

- Meeting minutes are stored within this [teams file location](#). All Meeting minutes should be documented and have agreements that are followed up before the next meeting.
- Once the meeting minutes are taken, the EA then sends out agreed actions to the relevant leader/person

### Nuts and Bolts email

- The AP of each community will send a weekly notification via Teams, providing the college staff with an update on the key information or events occurring during that week. Staff have the option to provide updates within their communities.
- Information for the email is required to be sent to the AP's by 9:00am Friday morning. The information will be collated by the Executive Assistant's on Friday, to be distributed every Monday morning at 8.30am.
- The Principal will send a weekly update notification via email.

Role	Responsibilities
Staff	<ul style="list-style-type: none"> <li>• To follow the communications key college process statement</li> </ul>
Executive Assistants	<ul style="list-style-type: none"> <li>• Collate the information from staff and send to AP's to be distributed</li> </ul>
Assistant Principals	<ul style="list-style-type: none"> <li>• Collate information for the nuts and bolts teams post</li> </ul>
Deputy Principal	<ul style="list-style-type: none"> <li>• Be aware of all external communication staff are making</li> <li>• Quality assure communication is on the right platform</li> </ul>
Principal	<ul style="list-style-type: none"> <li>• Be aware of all external communication staff are making</li> <li>• Send weekly update via email.</li> </ul>

### Definitions

AP- Assistant Principal

### Supporting Information

[Link to the meeting minute's folder in teams.](#)